

## Attachment No. 1: Testimonies from inmates in a telemarketing program in the Western United States, October 2001.

*“The program itself has created a desire in many women at the facility. Many women who did not have the GED are striving to obtain it. They realize it is necessary to obtain meaningful employment in the facility, and on the streets. It created a sense of urgency that may not be so prevalent if not for programming that is available to the women before their release.”*

I have obtained training in a field in which my felony will not hinder me from succeeding upon release. It has given me the opportunity to provide monetary assistance for my children and family as well as being self-sufficient while I am incarcerated.

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Clear conduct is a requirement for this position, and acts as an incentive to women who desire to become an employee of \_\_\_\_ . The program is available to any inmate who meets the qualifications despite the length of their sentence, unlike work release. On-site programming has multiple benefits for the inmates, the facility, and the company we work for. In the past, facility programming has not always "opened doors" for employment opportunities on the streets. I am thankful telemarketing was introduced in this facility, because it a field men and women like myself can master while incarcerated, and use the skills and experience upon release. It is an excellent choice for inmate work programs. I enjoy my position. I have gained my self-esteem once again. Release no longer seems so full of uncertainties. My experience in telemarketing is preparing me for the obstacles I will face upon release. Thank you for realizing the potential in the women at \_\_\_\_.

Sincerely, AJ

\_\_\_\_\_ *has taught me skills and how to commit and believe in myself*

First and for most I would like to give Thanks to those who brought this program to our facility. My name is AR, since the time I have been employed with \_\_\_\_ I have learned to be responsible and how to cope with people and circumstances, something I didn't do well when I was out in the free world. Today I have confidence in myself and in my abilities and I know I can handle any situation . \_\_\_\_ has taught me skills and how to commit and believe in myself and again it is something I must do when I am released in order to live life on lifes terms when I enter society. I have also gained back my self-steem and I feel worthy as a person and a mother/grandmother because although I am incarcerated "\_\_\_\_" has given me the ability to provide for my family.

Again, I give all Thanks to those who have given me this opportunity.

AR

**Western State Telemarketing Program**

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*“It has helped me to improve and develop my own personal communication skills, computer skills, customer service skills and organizational skills”*

I would like to express my gratitude for being given the opportunity to work for \_\_\_\_ . I have been with this company from the start and I have seen it grow from the bottom - up. This program has given incarcerated women the opportunity to earn a place in today's job market. It teaches us the skills needed to succeed in this type of occupation. It has helped me to improve and develop my own personal communication skills, computer skills, customer service skills and organizational skills. I enjoy working with the team and it has helped me to become a team player.

The benefits and advantages of this type of program for me, have been: 1) the opportunity to learn the telemarketing industry 2) to be able to have another career available to me, upon release 3) the chance to work in an environment that pays minimum wage and 4) the benefits of being able to save money or to send home and financially support my children.

The criteria set up to become a member of this team, will encourage women to take a look at themselves and see if they are really ready for a job and the responsibilities that come along with it. The pre-requisites required for this program all pertain to programs and courses that risk positive changes in our life. I believe programs of this type help in the rehabilitation process. The rewards and benefits are available here, for women who want to correct their behaviors and change and at the same time find a potential career.

Thank you, ☺

*“I wanted to work in \_\_\_\_ . I obtained my GED, graduated from Corrective Thinking, and continue to strive with hard work and determination”*

A few of the benefits that I find productive here are the stability, communication skills, and the team effort are what makes this program successful. Due to my incarceration, this position has given me full responsibility to maintain myself, my self-esteem, and my family needs....

I wanted to work in \_\_\_\_ . I obtained my GED, graduated from Corrective Thinking, and continue to strive with hard work and determination. I have five months to serve on my sentence before release, and look forward to continuing work in the field of telemarketing. Thank you for allowing me the opportunity to express myself, for this program, and for recognizing the capabilities many of us possess. Sean is a fabulous manager. He takes pride in his job, and takes pride in us. Without his dedication and hard work, this program would not be successful, nor would I have made it this far.

Thank you, ☺

**Western State Telemarketing Program**

*“This job has given me that self confidence, pride, and independence. Something I never thought I would have”*

Working at \_\_\_ has given me a sense of stability. For the first time in my life I am working at a job for all the right reasons. (Who would've ever thought that it would take coming to prison for this to happen). It gives me a feeling of being out there in the "real world". When I came into this institution I had little or no self confidence. When I first interviewed for this job, I really thought I would not get hired. When I got hired I never thought that I would be able to meet my quota to keep this job. I have consistently met my quota (and-then-some) and I am still here! This job has given me that self confidence, pride, and independence. Something I never thought I would have. It is a good feeling. I want to thank \_\_\_, \_\_\_, and \_\_\_ for believing in me.

Thank You, MG-V

*I plan to pursue my career in Telemarketing. I currently have a job waiting for me upon my release.*

I have been employed by \_\_\_ since they opened here at \_\_\_. I am one of the veterans of this program. I am very grateful and glad to have been given the opportunity to work at \_\_\_. It has helped me to enhance and expand my skills in the areas of communications, customer service and computers. Another advantage of working here, has been the fact that I have been able to save money for myself and not have to rely on anyone for financial support. I am scheduled for release within the next couple of weeks and I plan to pursue my career in Telemarketing. I currently have a job waiting for me upon my release.

Thank You, TJ

*“It has really raised my self-esteem and taught me responsibility”*

I have been with this program for approximately seven months and it has really raised my self-esteem and taught me responsibility. Working here has given me the opportunity and advantage of making it out in the work force as a productive citizen. This program has been very rewarding for me. I believe programs such as these play a big part in rehabilitation.

Thank you, DG

*“It’s ... working a full eight hour day, which I have not ever done in my life”*

When \_\_\_ started, it opened a new avenue for all of us inmates. There are benefits to being an employee, and also shows me I am capable of working in an honest, legal paying job. It consists of working a full eight hour day, which I have not ever done in my life. It also enables me in helping out my children and family.

This program encourages us to be prosperous in here and out there in society. This program has a criteria that all of us inmates have to meet. I think it is something good for the inmates. You have to be willing to strive for anything in life and be able to put old behavior aside and conduct ourselves as any prosperous citizen in order to do so we need to start today. This program provides that opportunity for any individual that wants to better their life and to know they too can be an asset to our community.

I want to say thank you to the individuals that have this opportunity and wish you nothing but the best and prosperity that life has to offer. I also want to thank the man that opened this door for me, \_\_\_, for having patience and confidence in me.

Thank you, VA